



## **EXECUTIVE LEVEL GRIEVANCES OUTSTANDING**

as of January 29, 2010

1. **C-09-22/23-552:** Bargaining Unit members in **NJ VPS (Large Business)** office are not receiving training needed to perform work assignments. **Status: Pending**
2. **C-09-22/23-553:** This is an ongoing issue and pertains to the company not permitting employees to utilize **Closed Time** when they work on a holiday. **Status: Pending**
3. **C-09-22/23-554:** An ongoing issue pertaining to **the company not permitting employees to utilize flex time** on a holiday. **Status: Pending**
4. **C-09-22/23-555,** Tech Change\*, is based on the company's implementation of a new technology **eID Verifier Credit Screening ID Authentication** without proper notification to the Union. **Status: Pending**
5. **C-09-22/23-556,** Tech Change\*, is based on the company's implementation of the **IVR Identification in CoFEE technology** without proper notification to the Union. **Status: Pending**
6. **C-09-22/23-583,** Tech Change\*, is implementation of the **IP Agent Technology** without proper notification to the Union. **Status: Pending**
- **\*Note:** for the Tech Change grievances, the Union has also submitted Technology Change letters to the company requesting that the company and the Union schedule a Technology Change Committee meeting to address all of these issues. The Union has reiterated in these letters that the company did not provide the Union with six months advance notification of the specific technology changes as required, which is in violation of the contract.
7. **C-08-22/23-194 & 195,** the company is permanently assigning CSRs to perform lower title work. **Status: Arbitration** scheduled for 1/28/10
8. **C-08-22/23-510,** the company is forcing Medically Restricted Consultants to work specific hours and in offices where they are not permanently assigned. **Status: Arbitration** scheduled for 2/10/10

9. **C-07-22/23-420**, the company use of the Reflect Observation Tool (ROT) sic. **Status:** Arbitration scheduled for 3/17/10
10. **C-08-22/23-361**, the company is refusing to have the 2008 CBA printed by a Union printer and have the 8/1/10 wage schedules printed in the contract. **Status:** Arbitration scheduled for 3/25/10
11. **C-07-22/23-184**, the use of FiOS hand held devices aka Spot Tool by FiOS door-to-door vendors. **Status:** Arbitration scheduled for 7/13/10
12. **C-08-22/23-430**, the company is forcing employees to work on Designated Holidays in violation of the contract. **Status:** Arbitration scheduled for 8/31/10
13. **C-06-22-/23-352, 353**, the company created a specialized BSBC billing queue resulting in the denial of sales opportunities and unfair and unequal treatment. **Status:** No scheduled date for arbitration at this time
14. **C-09-00-140, 141**, the company unilaterally implemented the "Associate Workplace Attire Guidelines" and the "Business Attire Guidelines". **Status:** No scheduled date for arbitration at this time
15. **C-09-22/23-498**, in CFS, the company is not following the Evaluative Observations Process and Procedure outlined in the Evaluative Observations Letter of Agreement. **Status:** No scheduled date for arbitration at this time
16. **C-09-00-130**, Inclement Weather – new Disciplinary Step Program **Status:** No scheduled date for arbitration at this time
17. **C-10-22/23-021**, company prorating DCPR (Closed Time) in Consumer offices when employees do not work a full tour. **Status:** Not heard